

Programme Management Services

**Improving Health & Social
Care through
Transformational Change**

Who are we?

Programme Management Services (PgMS) supports all areas of Health and Social care in Scotland.

We work with health boards, government, and other public sector bodies to deliver improvements to patient experience, safety, and care.

Our diverse team consists of specialists in programme management, service design and service transformation. This blend of skills and experience gives us the edge when delivering either traditional project management or the latest service design methods. These key ingredients lead to creative solutions tailored exactly to you and the user's needs.

However you see change, we can help you deliver it.



Our Services

We offer a range of specialist services delivered by our dedicated team to help create bespoke solutions for you and your users. Each service can provide coaching and training for your staff to ensure that when we leave, our knowledge and skills do not leave with us.

Portfolio Management



We help you define and quantify your transformational change needs. We ensure that the services we deploy to you meet your requirements effectively.

We work with you to implement complex change. We provide a high quality of service by maintaining up-to-date standards, training, and onboarding for our resources.

Programme and Project Delivery



We work with you to define the scope of work, plan and control the project schedule, monitor progress, and manage the associated risks.

We ensure quality of service, maximising resources whilst minimising costs to the project. Our primary purposes are to deliver quality products, on time and within budget.

Service Transformation Solutions



We reimagine and improve public services in collaboration with service users and staff, putting people at the heart of the service.

By combining service design, system thinking and lean techniques we deliver innovative, cost-effective services that improve user outcomes and staff morale.

Programme Management Office



We establish tailored programme and project management offices that serve as a central source of support for your programmes.

By establishing processes, practices, clear governance routes, reporting structures and knowledge management functions, we maintain high project management standards.

Rapid Deployment



Our role in the pandemic response highlights our expertise, insight, and ability to rapidly respond to the challenges you face.

We are uniquely placed to support your urgent critical healthcare demands. We make the most of the resources in the NHS family to deliver the 'Re-mobilise, Recover and Re-design' framework.

Programme and Project Assurance



By providing 'critical friend' assurance, we initiate, direct, and manage programmes and projects appropriately and in line with best practice.

As a trusted partner, we use a variety of approaches and tools, ranging from health checks to strategic and maturity assessments aligned with Gateway Review principles.

Client stories

Supporting the delivery of Health and Social Care in North Lanarkshire

We have been working in North Lanarkshire to establish and manage a programme of work to deliver the partnership's Strategic Commissioning Plan.

We have since worked on major programmes including delivery of Home Support Redesign, Home Assessment Teams, a Community Nursing Review, CAMHS Recovery and Renewal and Paediatrics Modernisation.

The team was initially commissioned to support the development of a Mental Health and Wellbeing Strategy for Lanarkshire and embed a delivery programme. We were further retained to support the Boards' successful delivery of the COVID-19 Shielding and Vaccination programmes.

“We have been absolutely delighted with the work of the team since joining us. While we only initially intended having the team with us for a year, the onset of the pandemic changed our plans and we have received incredible support through the pandemic response, recovery and back into business as usual. The partnership could never have run so many major programmes of redesign concurrently without the additional capacity and expertise of the PgMS team. An added benefit has been that the team has provided Project Management training to our staff to support the transition back into mainstream delivery.”

Ross McGuffie, Chief Officer of the HSCP



Our team for this project

Programme Manager

“My role was vital to the initiation and design of the programme. I collaborated with the customer and key stakeholders to realise their goals and facilitate their delivery. I established the programme approach and governance, and embedded key planning, reporting, resourcing, and risk management processes. I was instrumental in defining the scope of the programme and individual workstreams. I monitored progress, addressed constraints, and identified and managed dependences across the whole programme.”

**Supporting the
Delivery of
Health and
Social Care in
North
Lanarkshire**

Project Support Officer

“I supported both project and programme managers in the day-to-day running of the programme and workstreams. I provided secretariat support for any meetings but was also responsible for maintaining key project documents such as the action log, decisions log and risk and issues registers.”

Project Manager

“As a Project Manager, I was responsible for managing a project workstream. I maintained quality assurance and made sure that the project operated within its’ remit and governance structure. I produced the project brief, project plan and risk register. Communication formed a key part of my role. I supplied verbal and written reports to executive leads containing updates, concerns, and issues. I ensured clear and regular communication, keeping stakeholders up to date.”

Transforming Scotland's radiology services

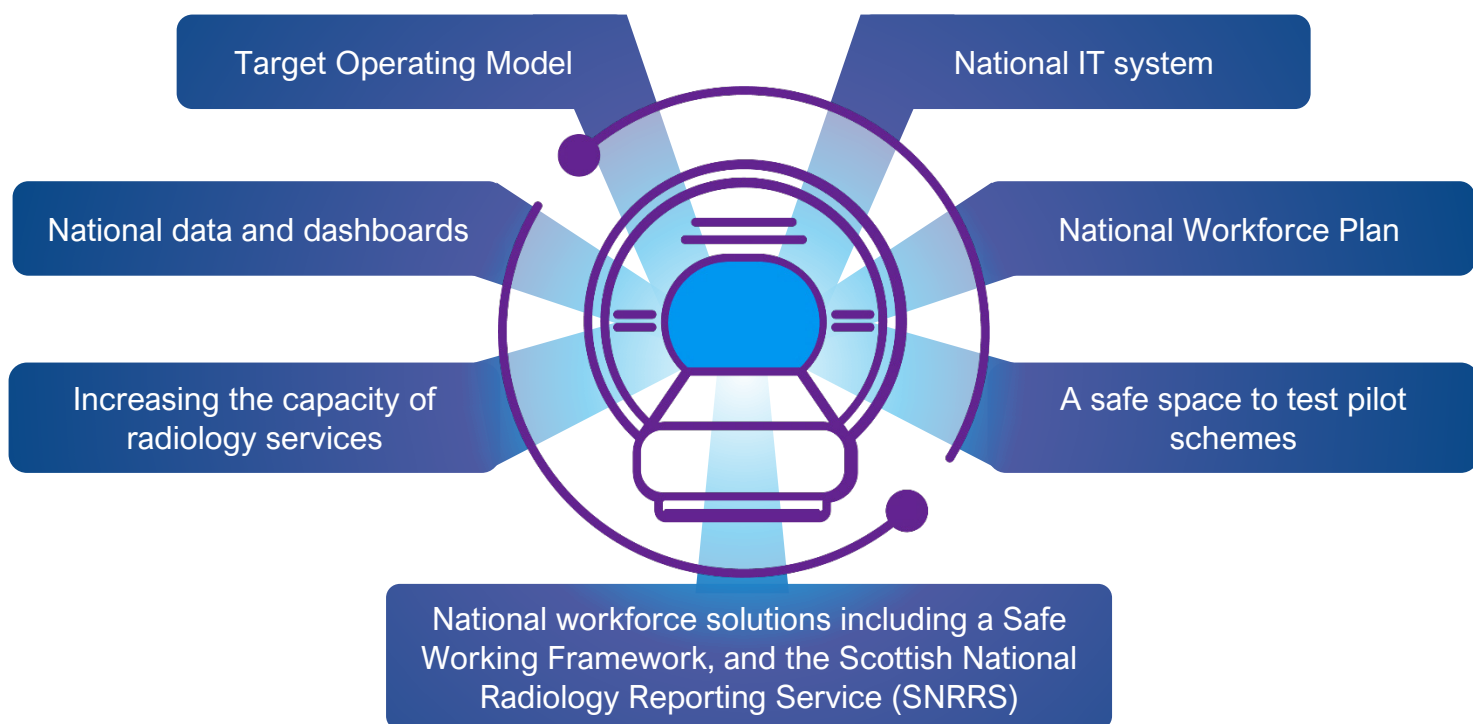
Our clinical leaders, programme management specialists, and technical and workforce experts joined forces with Scotland's radiology community to form the Scottish Radiology Transformation Programme. The team worked to develop and implement solutions that will benefit patients and staff for years to come.

A shared vision was created for a world class, person-centered, sustainable radiology service that continually improves the health and wellbeing of the people of Scotland.

The programme was benefits-led, being categorised around three key areas:

- Reducing the risk of service failure within radiology.
- Improving the experiences for patients and staff.
- Increasing cost avoidance by implementing new initiatives.

The programme led to the creation of this shared vision and set the foundation for it over two phases of work, designing, implementing, and transitioning the following into business-as-usual:



“The work of the Scottish Radiology Transformation Programme changed the face of radiology in Scotland in a short space of time.”

Dr Raj Burgul, Consultant Radiologist, NHS Forth Valley

Our team for this project

National Programme Director

“I worked with partners and stakeholders to set the vision, ambition, and a clear direction of travel captured in a Target Operating Model. Translating this into a comprehensive programme of work for delivery across several tranches, I led the delivery team and worked on behalf of the SRO to secure the necessary support, funding, and resource to achieve the ambition.”

Programme Manager

“I delivered defined workstreams and set up and maintained programme infrastructure to ensure delivery on time, to specification, and to budget. Communication was key, ensuring forums for discussion and debate to harness the ideas and energy of the community and turn these into tangible, prioritised deliverables. I maintained a controlled but flexible approach that was able to respond to evolving needs, developing options appraisals and business cases where necessary.”

Project Support Officer

“I worked across multiple projects and workstreams to maintain good practice in terms of programme and project management; from planning to reporting, risk and issue management to communications and stakeholder enquiries, and supporting key forums to ensure that they functioned effectively.”

**Transforming
Scotland's
radiology
services**

Project Manager

“I delivered across multiple projects from creating a workforce modelling tool and plan, to exploring options for AI, to designing and implementing a new national service. By supporting clinical leads and working with partners, their skills helped set out a path to delivery, bringing the right people together at each stage of the journey from concept to delivery, and into business-as-usual.”

Connect Me – Empowering patients to take control of their health

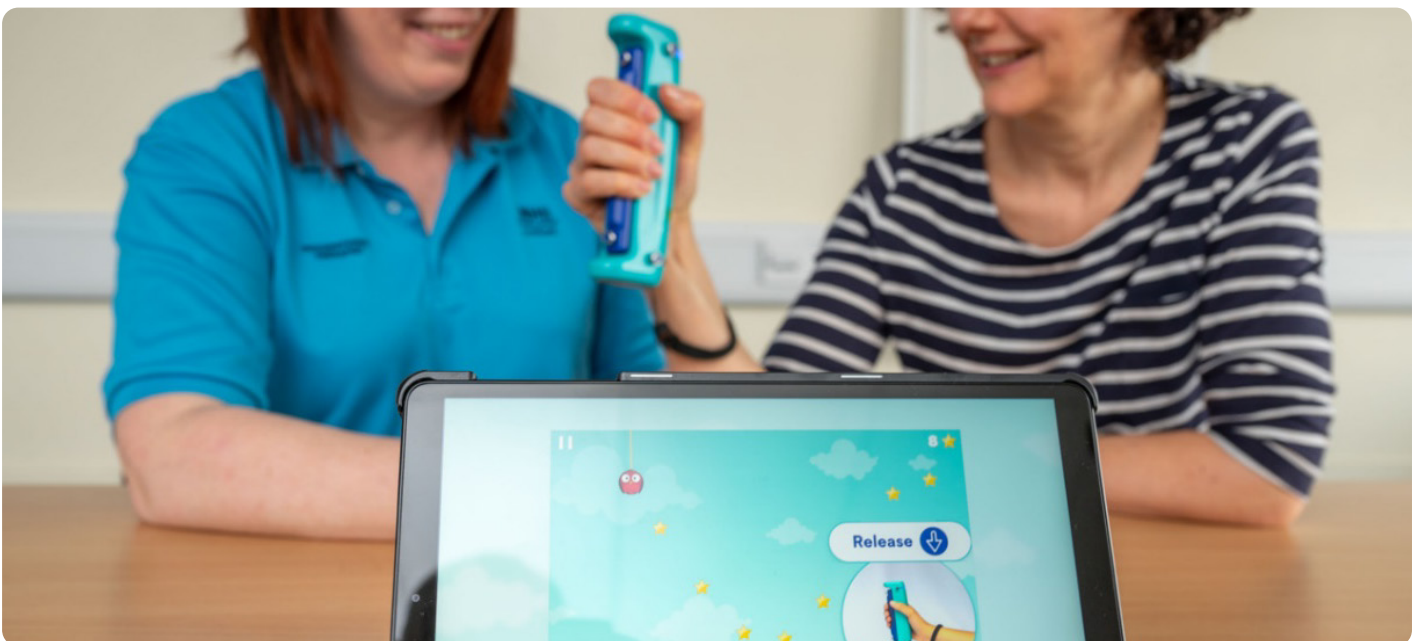
The Connect Me Programme aims to develop and expand a range of remote monitoring pathways. It enables people to self-manage as well as have better choice and greater flexibility about how and where they manage their health and wellbeing.

The PgMS team have rolled out the Primary Care Hypertension pathway to 13 Health boards using Rapid Service Development, Agile, and Scottish Approach to Service Design methodologies. They will also assist with work into extending this service into secondary care services such as Stroke, Nephrology, Cardiology, and Neurology to support patients to remotely monitor their conditions.

To date, almost 30,000 people have used the services, with the number growing by a further 1,000 patients each month.

“Supporting digital approaches to enable access to services continues to be vitally important. The consistently high level of skills, expertise, and commitment of the PgMS programme team are of critical value to our Remote Health Pathways/Connect Me services including the award-winning Digital blood pressure programme.”

Morag Hearty, Remote Health Pathways Lead
Scottish Government



Our team for this project

Programme Manager

“I lead the project and design team, tailoring project controls, establishing reporting processes and embedding change management to the programme. I worked closely with key stakeholders to visualise benefits for patients and staff and ensure that they were embedded into key deliverables I was also responsible for working with key stakeholders to outline the Programme vision and strategy.”

Project Manager

“I lead multiple workstreams within the programme, ensuring tasks for each one was scheduled, completed on time, and to quality standards. I created reporting structures and provided progress updates to the project board, while communicating risks and change to help inform decisions. I worked closely with the software development team and coordinated the work to ensure that the product was completed to Stakeholders satisfaction.”

User Research Team

“We used a variety of user research techniques to gather insight from our service users and staff, applying ethical best practice. We analysed and synthesised this research to identify needs, opportunities and challenges users were facing when interacting with services.”

Connect Me

Empowering patients to take control of their health

Project Support Officer

“I am responsible for administrative tasks, coordination, communication, and assisting project managers in maintaining timelines, managing resources, and facilitating effective collaboration among my team members. I also developed the initial wireframes used to consult with the clinical advisory groups during the design phase.”

Service Designers

“We made sure we asked the right research questions to really understand the root cause of the problem and worked with clinical stakeholders to design and implement innovative solutions, concepts, and prototypes.”

Business Analysts

“We used LEAN and continuous improvement methodologies to investigate the complex end-to-end processes used within the service. We developed an understanding of variations in process and quality by gathering and analysing data. We worked with our design specialists to plan and design the new service as efficiently as possible.”

Why work with us

Discover the benefits of working with PgMS

We offer expert system knowledge gained from working with a wide range of stakeholders within Health and Social Care, from medical staff to service users.



Our dedicated Portfolio Managers provide a fully account-managed service. We will help scope your requirements, take care of all resource considerations and line management responsibilities for the staff.



We save you time and money on recruitment. From enquiry to engagement, our average staff deployment time is just 2 weeks.



We have transformed current services to make them more responsive to patient needs, such as The Scottish Radiology Transformation Programme and Community Care project.



We have led on programmes which will underpin transformative healthcare delivery for the next 20 years, such as the Lanarkshire Strategic Commissioning Programme.



We take a partnership approach with our customers. We coach, develop, and train your staff, leaving a legacy of improvement and quality.



We have a proven track-record in delivering large-scale transformation, such as the creation of NHS Scotland Assure and redesign of Procurement & Counter Fraud Services.

We are the first choice for health and care organisations across Scotland.





To find out more or
book your **FREE**
initial consultation
with the team,
contact us at
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